



**Faculty of Administrative Science & Policy Studies
Universiti Teknologi MARA**

**BACHELOR OF PUBLIC ADMINISTRATION
ADS 555 APPLIED RESEARCH PROJECT**

Title of Research

***The Technological Factors that Influence the Users' Satisfaction in e-Government
Context: A Case Study In Jabatan Pengangkutan Jalan (JPJ) Bukit Katil***

Name of Students

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**CLEARANCE FOR SUBMISSION OF THE RESEARCH PROJECT BY THE
SUPERVISOR**

Miss Nurul Nadia Binti Abu Hassan

I have reviewed the final and complete research and approve the submission of this report for evaluation.

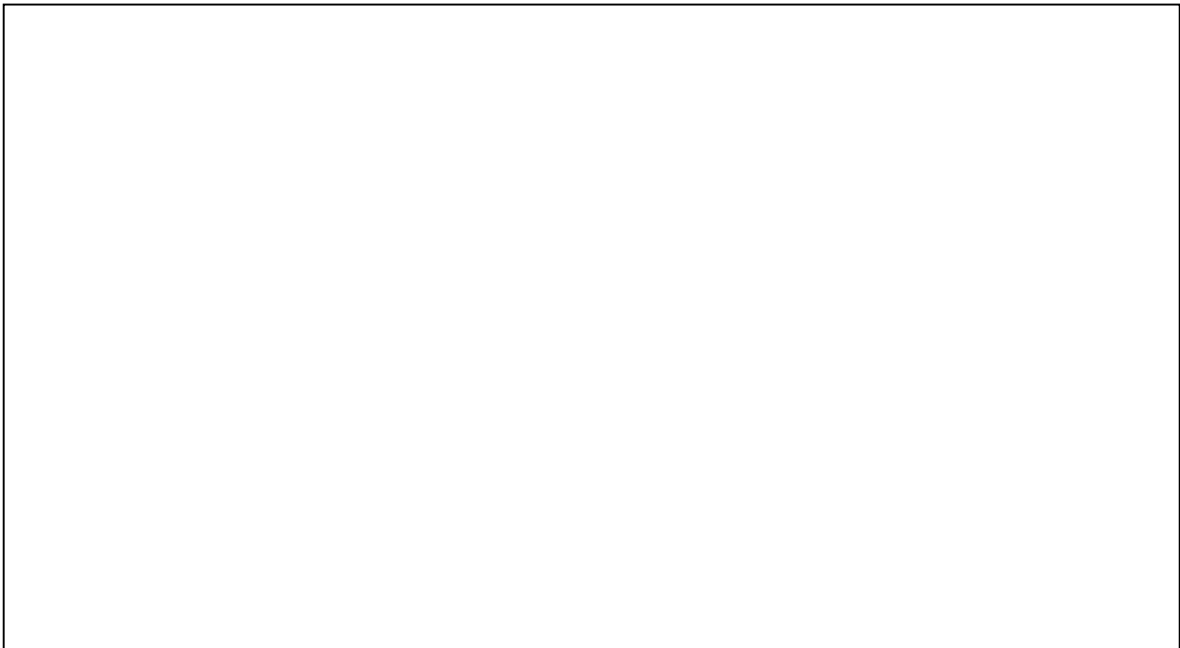
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Date:

Supervisor's Comments

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Moderator's Comments

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Acknowledgement

Thanks to Allah the God of entire people and peace upon the master seal of the prophets and all his family and companions.

Firstly we would like to express our warmest thanks to our research supervisor, Miss Nadia for her steady support, guidance and advice from start of the proposal of this research to the completion of this proposal until chapter three.

We would like to convey our deep of appreciation to all our friends and classmates that give us a lot of help, support, encourage and idea in order to give the best result for this research and also bring strength to us to continue our struggle in finishing this work.

Last but not least, we would like to thanks to our families for being very supportive, understanding and giving us the personel support and courage that we needed to complete this research.

Abstract of the Research Proposal

This study is carried out to determine the technological factors that influence user satisfaction in electronic government context. As systems and technologies are being enhanced and developed, the discussion on their usefulness and user satisfaction have been continuously debate by researchers, scholar and practitioners. Besides that, the major concern on user satisfaction in electronic government context, the factors that influencing user satisfaction are also important. Hence, this study was conducted to study whether Information System (IS) Facilities, (IS) Competency, (IS) Integration, (IS) Structure and user support having a significant relationship to the user's satisfaction in e-government context. Other than that, this study is attempted to recognize which of the following technological factors have the most significant influence to the user's satisfaction in e-government context. From 150 entries level personnel, a random sample of 97 employees are selected and surveyed to identify the technological factors that influence user satisfaction in electronic government context. Through questionnaires, employees are asked to assess both their level of satisfaction with the technological factors of e-government. Data will be analysed in terms of statistical correlations between measured variables.